



## JOB DESCRIPTION

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**JOB TITLE:** Information Services Technician

**DEPARTMENT:** Finance

**REPORTS TO:** Information Services Manager

**DATE:** July, 2009

**EMPLOYEE UNIT:** AFSCME

**Supersedes:** July, 2007

**FLSA EXEMPT:** No

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**JOB SUMMARY:** Under direct supervision of the Information Services Manager, the Information Services Technician provides a full range of technical support services to install, configure, maintain, and repair all information systems for the City; including hardware and software related to PC workstations, wired and wireless networks, file servers, and related equipment.

**CLASS CHARACTERISTICS:** This is a journey level classification which requires appropriate specialized training and job-related experience to perform routine to moderately complex tasks to ensure the proper installation, operation, maintenance, troubleshooting, and repair of individual PC workstations, wired and wireless networks, and file server equipment. This position is distinguished from the next higher classification of Information Services Manager, which is responsible for the most complex and difficult tasks, supervision, and strategic planning activities for the Information Services Division.

Successful performance in this class requires a broad knowledge and experience in both individual workstation hardware and software support and local and wide area network operations.

The City of Morgan Hill is an AFSCME agency shop. Members of this class must either join AFSCME or pay an agency fee in lieu of membership.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The following duties are performed personally, in cooperation with the Information Services Manager and/or in coordination with other City staff. Additional duties may be assigned.

1. Installs, configures, monitors, tests, and maintains individual PC workstations and related peripherals, wired and wireless networks, and file server equipment as well as local and networked software.
2. Installs and maintains application software on workstations and security software on network file servers.
3. Establishes and maintains proper access privileges for all city employees.

4. Work with software vendors to install updated and upgraded software as needed.
5. Maintains wired and wireless network connectivity.
6. Troubleshoots information systems and determines the resources required to return the system of optimum performance.
7. Repairs or replaces equipment and configures or reinstalls software as needed for individual PC workstations, and network file serves including issues relating e-mail and to access to the internet and intranet.
8. Evaluates the obsolescence of workstations and peripherals and recommends replacement when appropriate.
9. Be familiar with fundamental network operation and network devices such as printers, PDA's, etc.
10. Write clear and concise documentation for internal and external use.
11. Answers questions and instructs users regarding proper use and operation of application software as needed.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education & Experience:**

1. Possess an Associate degree or equivalent from an accredited college or technical school with emphasis in the field computer science, or a closely related field.
2. At least two years experience in performing troubleshooting and repair work on network and/or personal computer equipment.

**Licenses & Certificates:**

1. Possession of a valid California Class C driver's license in compliance with adopted City driving standards.
2. Possess and maintain two MS Office Specialist certifications in software products used by the City.

**Knowledge of:**

1. The concepts and terms applicable to state-of-the-art information systems and technology.
2. Operation and maintenance of information systems equipment similar to that currently required by the City of Morgan Hill.
3. Methods, tools and test equipment that may be used in the installation, troubleshooting, and repair of information systems.
4. Modern office practices and procedures.

**Skill in:**

1. Installing, troubleshooting, and maintaining network hardware and software.
2. Installing, troubleshooting and maintaining workstation hardware, peripherals and software including:
  - a. Currently used operating system software.
  - b. Word Processing.
  - c. Spreadsheets.
  - d. Messaging software (e-mail and calendars).
  - e. Web browser.
  - f. Geographic Information System software.
3. Providing outstanding customer satisfaction (internally and externally).
4. Following oral and written instructions.

**Ability to:**

1. Perform preventative maintenance.
2. Evaluate workstation software and peripheral equipment.
3. Analyze problems quickly and draw logical conclusions, plan and implement an effective course of action.
4. Establish and maintain effective working relationships with others.
5. Observe and recognize performance traits of subordinates and evaluate them as they apply to performance measures.
6. Work in a team environment.

**PHYSICAL DEMANDS:** Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
2. Employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception, the ability to adjust focus.

**WORK ENVIRONMENT:** Work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Employee generally works 90% indoors and 10% outdoors.
2. The work environment indoors is usually in a temperature-controlled office; some travel is required.
3. Noise level in the work environment is usually moderate.